

Table 1 below includes questions related to RFP Sections I through IX as submitted by VoteCal project bidders, with answers provided by the SOS VoteCal project team.

Table 1: RFP Sections I through IX, Questions and Answers

#	RFP Reference	Requirement	Bidder Question	SOS Response
1	General		Given the delay in the procurement schedule, is the state willing to extend the implementation schedule, and if so, by how long?	SOS is willing to consider alternate implementation schedules that fulfill all requirements. Section I, Section IV and Section VI in regards to implementation by February 2010 will be revised in a future addendum.
2	Section VI.B.3 – Training	Requirement P11 Bidders must specify in the draft Training Plan and provide training for county staff for counties using the VoteCal EMS.	If it is already known, what counties will continue to use their existing local EMS systems and which will not? Of those counties who are going to continue to use their existing EMS systems, which counties are using which of the 5 existing EMS systems and which version?	The Counties and their existing EMS systems have been posted to the Bidder's Library.

#	RFP Reference	Requirement	Bidder Question	SOS Response
3	RFP Section VI.B Project Management Activities and Plans 5. System Application and Hardware Requirements Documentation	Requirement P13 Bidders must agree to provide, as part of their solution, the following environments: Development; Test; Parallel; Training; Training Development; Staging; and Production	<p>a.) Can the State please provide some definition of the system environments listed in requirement P13 (Development, Test, Parallel, Training, Training Development, Staging, and Production)?</p> <p>b.) What is the State's intended purpose for each of these environments (especially Parallel and Training Development)?</p> <p>c.) Can the State provide any additional guidance or data to use in sizing the configurations for these environments?</p> <p>d.) Is it permissible to use server virtualization to provide some of these environments as logical rather than separate physical environments (such as Development, UAT, other testing, and training)?</p>	<p>a) and b)</p> <p>Development - a separate technical environment for use by multiple developers to write and develop code.</p> <p>Test - a separately managed environment appropriate for unit, systems and stress testing of the developed solution and its interfaces.</p> <p>Parallel – a separately managed environment that replicates the production application for the pilot counties as they are run in parallel with the old system prior to acceptance.</p> <p>Training - an independent technical environment established to facilitate instruction in solution features and navigation.</p>

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				<p>Training Development - a technical environment for the development of training modules relevant to end user and system administrator experience with the developed solution and solution technical environments.</p> <p>Staging - A preproduction environment that replicates the production environment to stage new application releases prior to migration to the production environment.</p> <p>Production - The final host environment for the solution application and required 3rd party software.</p> <p>c) Bidder must size the environments appropriately for the intended use.</p> <p>d) Yes virtualization is acceptable for all but the production environment, provided the environments are sized appropriately for their intended use and each can be independently configured and reconfigured without affecting the unchanged environments.</p>

#	RFP Reference	Requirement	Bidder Question	SOS Response
4	RFP Section VI.B Project Management Activities and Plans 5. System Application and Hardware Requirements Documentation	Requirement P14 The Bidder must include in the Proposal the standard product documentation for any third-party products the Bidder is proposing to meet the requirements (in the Literature Volume IV – refer to Section VIII – Proposal Format of the RFP).	Does requirement P14 mean that the Bidder must deliver said documentation with the Proposal or simply that said documentation must be delivered as part of the project and the Proposal must include a commitment to doing that? If such documentation must be submitted with the Proposal, would it be acceptable to provide it without hardcopy, via Internet URLs and/or CD-ROM media?	a) This volume must contain all technical and other reference literature the Bidder deems necessary to support the responses to the requirements of this RFP. b) No, see Section VIII, B, 4.
5	RFP Section VI.D - Project Work Standards	4. The Bidder must comply with SOS Information Security Policies and Practices (refer to the Bidder's Library) and to SOS access requirements and restrictions. Any exceptions to the established practices must be agreed to in writing by SOS.	a) When will the SOS Information Security Policies and Practices (currently under development) be available to Bidders?" b) Where can Bidders find the SOS access requirements and restrictions?	a) This requirement has been deleted. b) This project work standard refers to security restrictions related to access of the SOS facilities and will be provided to the successful bidder. This will be revised in Addendum #3.
6	RFP Section IX – Evaluation and Selection, Page IX-34	Table IX.18 – Pass/Fail Evaluation of Project Team Requirements Response	Exhibit IV.3, does not appear to exist. Please clarify if this text refers to Exhibit VI.2 – Bidder Proposed Staffing Minimum Qualifications or to an alternate Exhibit.	Correct. Addendum 2 will reflect this correction.

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7	RFP Section V – Requirement A4	Requirement A4 Bidders must provide a minimum of three (3) Bidder customer references for customers of the Bidder and one (1) for their key subcontractors that presently have similar technology and business functionality installed and operating, and where the Bidder provided the implementation services as stated above on Exhibit V.1.	a.) Considering that the State intends to revise the reference requirement by removing “business functionality”, is that State intending to say that elections experiences is less pertinent? b.) Given the change in the reference requirement, it would seem that any reference could then qualify for the additional points defined in Table IX. Is this the intention of the State? c.) Does the State intend to put greater weighting on references of comparable size, integration of systems and records over projects successfully implementing statewide voter registration systems?	While the language of the requirement has been modified to clarify that “business functionality” need not be voter registration related, the comparability weighting for scoring references in Section IX.F.8.b.3 has not been changed.
8	RFP Section V – Exhibit V.1 – Customer Project Reference Form	System Profile “List Elections related Modules Available and not in Production Use by reference.”	Please clarify in Exhibit V.1 - Customer Project Reference Form, what is meant by 'List Elections related Modules Available and not In Production Use by reference'. Is the State's intent for bidders to provide information on all available related election modules whether they are in production or not?	The State's intent is to ascertain if an available module is being used by the customer reference and if not, the reason why.

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9	RFP Section V – Requirement A4	“Bidders must provide references as closely comparable to the SOS VoteCal requirements as possible. Bidders must have experience developing complex interfaces and with data conversions of files from non-relational and relational databases, paper files, electronically stored images, and desktop and server files.”	Please clarify the RFP requirement in regard to paper files. Does this requirement refer to data migration experience from physical paper files?	Yes.
10	RFP Section IV - Proposed System and Business Processes	d) Implementation and Training SOS intends the pilot testing of the system to be conducted during the November 2009 local elections. Full implementation of the system must be completed with all counties by February 2010, whether they are integrating with their local EMS or converted to use the optional VoteCal EMS application.	A number of places in the RFP it states that the implementation date is February, 2010. The statement above states that this implementation date includes both the VoteCal and EMS solutions. We believe that implementing VoteCal voter registration in that timeframe can be accomplished, but the additional complexity of implementing a full elections management system in the counties would significantly increase both the cost and risk of the project. Will SOS consider revising to scope of the February 2010 implementation to be only the VoteCal Voter Registration Component?	See Question #1.

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11	RFP Section VI.I – Business Functional Requirements Table VI.3, Page 106 etc.	T14.1 - VoteCal must provide tools to monitor the proposed solution system and database performance.	In order to propose the networking, system monitoring, configuration management, and security products and solutions which are best suited to SOS needs, can the State please provide bidders additional detail and tool preferences in regard to Networking, Monitoring, Configuration Management and Security requirements?	SOS has no preferences.
12	RFP Section VI.I – Business Functional Requirements Table VI.3, Page VI-98	T6.1 - The Bidder must provide all network components required to connect the central servers to the SOS internal Ethernet LAN, and to a 10/100 Ethernet LAN demarcation at each county. The SOS currently operates a frame relay network to each county, with T1 local loops to the ten largest counties, and DS0 local loops to the remaining counties. The Bidder may propose to use this network, but must include all hardware, including routers, firewalls and Data Servicing Units/Channel Servicing Units (DSU/CSU); and any onetime costs to upgrade the capacity of the network to meet the performance and capacity requirements of this RFP.	Are the counties committed to work to eliminate any network latencies caused by any devices beyond our control? Please provide bidders data regarding the current utilization of the county network connections to assist in assessing scope of work.	The bidder will be required to maintain the established performance standards up to the system demarcation point in each county. While we assume the counties will want to minimize any latencies within their network, that is outside the scope of this RFP. Current utilization by the CalVoter system will be entirely supplanted by the VoteCal System.

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13	RFP Section VI.I – Business Functional Requirements Table VI.3, Page VI-98	T6.1 - The Bidder must provide all network components required to connect the central servers to the SOS internal Ethernet LAN, and to a 10/100 Ethernet LAN demarcation at each county. The SOS currently operates a frame relay network to each county, with T1 local loops to the ten largest counties, and DS0 local loops to the remaining counties. The Bidder may propose to use this network, but must include all hardware, including routers, firewalls and Data Servicing Units/Channel Servicing Units (DSU/CSU); and any onetime costs to upgrade the capacity of the network to meet the performance and capacity requirements of this RFP.	Would it be acceptable for Bidders to make County network/hardware recommendations after their initial county network/hardware assessment has been completed?	The performance standards noted in requirements T4.1, T4.2, and T6.3 will be measured at the demarcation points. The county network environment beyond the specified demarcation is outside the scope of this contract. Bidders may make recommendations as they believe appropriate, however county acceptance of those recommendations cannot be a condition of the Bidder meeting the RFP requirements.
14	RFP Section VI.I – Business Functional Requirements Table VI.3, Page VI-95	T1.17 - VoteCal must encrypt all data in transit using Secure Socket Layer (SSL) between servers and between servers and workstations.	If our solution encrypts the Web based traffic using SSL and Citrix Relay, would it be acceptable to not encrypt traffic between Presentation and Database Layers if the associated servers are in the same secure, trusted zone?	Yes. Please see Addendum 2, Section VI, T1.21

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15	RFP Section VI.I – Business Functional Requirements Table VI.3, Page VI-95	T1.18 – VoteCal must encrypt all private data whenever stored in nonvolatile memory.	1. Please clarify if encrypting the data stored in non-volatile devices must be interpreted to mean that the data stored on SAN and local hard drives must be encrypted.	Yes

#	RFP Reference	Requirement	Bidder Question	SOS Response
15	RFP Section VI.I – Business Functional Requirements Table VI.3, Page VI-95 and 96	<p>T3 – Availability and Operational Recovery T3.2 ... the alternate site(s) must be able to assume full peak capacity workload through the addition of hardware and/or software licenses only and within one day of the onsite availability of any required hardware.</p> <p>T3.3 - VoteCal must be designed and tested to complete restoration to full, multi-site operation following the failure of any single site with no more than 12 hours of system unavailability.</p> <p>T3.4 - VoteCal must be designed and tested to complete restoration to full, multi-site operation following the scheduled shutdown of any single site in less than one hour.</p> <p>T3.6 - VoteCal must be designed and tested so that no routine process that requires system unavailability requires more than six (6) hours to complete.</p>	Would the State consider alternatives to the recovery times requested in the RFP that involve partial recovery versus full recovery if the Bidder commits to work with SOS after award to define configurations and procedures which can achieve the needed levels of protection and risk mitigation?	No. If you believe requirements are unworkable or costly, please raise in Confidential Discussion.

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17	RFP Section VI.I – Business Functional Requirements Page VI-41, S14 List Maintenance: NCOA	<p>In our past implementations of NCOA interfaces this is process we have followed</p> <ol style="list-style-type: none">1. State or County users export all VR records to NCOA program2. NCOA program will run a match of VR records against NCOA database based on the algorithm and confidence levels (NIXIE Codes) defined with the software package and provide potential matches with 'NIXIE' Codes3. State or County users then import all potential matches in to the statewide VR system4. County users process the potential matches <p>Requirements S.14.1 and S.14.2 reads, VoteCal should be able to match VR records against NCOA records and VoteCal should automatically apply changes for records that meet established threshold levels.</p>	Can the State provide bidders additional detail on the NCOA process?	Bidder is free to propose an approach to meeting these and related requirements that is appropriate to the bidder's proposed solution.

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18	IV.5(a)		"Continuity of Operations" – Are there any Disaster Recovery Plan cost limitations imposed by the state?	No.
19	IV.E.5(k) (page IV-13)		Internet Connectivity – Is it fair to assume that a Virtual Private Network (VPN) access or Intranet access can be a required component of the system?	No. As noted in this section and in technical requirements section T6, SOS expects VoteCal to operate over a private WAN to county offices.
20	Exhibits V1.5 & V1.6		There seems to be 145 specific reports mentioned in this exhibit. Are these all of the reports that are required by the system? Are all of these required as static reports, or can some of these be resolved via support of a reporting tool.	The VoteCal system must be delivered with the ability to generate all of the pre-defined reports identified in Exhibit VI.5. If the optional VoteCal EMS is proposed by the bidder, it must be delivered with the ability to generate all of the pre-defined reports identified in Exhibit VI.6.

We will address State Contract, Questions and Answers in a future Q&A